

THE PATH OF ACHIEVEMENT

KLSCC
Helping Clients
Compete

THE
MALAYSIA
BOOK
of RECORDS

BY DR VICTOR S.L. TAN

There is one great mystery in the area of human resource. Some people seem to achieve great things while others just do not. It is interesting because research and analysis of human behaviour cannot truly predict with good accuracy on whether a person can perform or not given certain set of factors.

How often do we come across "counter-logical behaviour" of people in organisations

- People who have the knowledge and skills and are not achieving the goals
- People with experience are not performing at the level that are justifiable
- People who simply do not do those things they are supposed to do
- People who sabotage themselves and perform much lesser than they are capable of
- People who simply do not sustain their achievement

To unravel this mystery of strange work behaviour, I have taken effort and time to study the path of achievement of people. In my search for answers, I have interviewed and studied thousands of leaders and executives regarding factors that lead to achievement. Our consulting experience with companies have also provided great insights on the path of achievement of people. KL Strategic Change Consulting Group has developed The Path Of Achievement Model which can explain this seemingly odd behaviour of employees.

BELIEF

In the workplace, we come across too many people who are performing lesser due to their lack of self-belief or confidence. Such people are the first to withdraw from any opportunity to utilize their capability and as such are resigned to little achievement. Knowledge and skills will only come to bear, if one has the confidence to use them. Often non-achievement can stem from self-sabotage whereby a person deprive himself a chance to perform due to their lack of self-belief. Napoleon Hill, the famous writer said it best, "Whatever the mind can conceive and believe, it can achieve". However to achieve, conceiving is not enough, self-belief is needed to push one forward.

SKILL SET

Having self-belief is a start that will catapult one to do whatever it takes to achieve a goal. One would then go forth to achieve the knowledge, skills and experience to do the task. If after doing all these, the task still cannot be accomplished, one would then use creative approaches to achieve the goal. It is beneficial for human resource managers to know that knowledge, skills, experience and creativity can only be unleashed if staff first have self-belief in themselves.

MINDSET

One counter-productive behaviour of human resource is that a lot of people know what to do but they do not do what they know. One reason is because they are not motivated to perform. The role of leaders here is to find ways both monetary as well as non-monetary to motivate people to perform. The other reason is courage. People are afraid to make mistakes and more so if they would be punished for them. Hence encouraging people to take risk and providing a safe and encouraging environment for people to do so is important.

Encompassing more than motivation and courage is the overall mindset of an individual which might include the way he or she perceives the task to be undertaken:

- He might have a blindspot or outdated assumption which prevents him from doing the work well
- He might become too complacent with the status quo.
- He might have ingrained habits that block him from moving forward
- He might have such a negative attitude towards the task

To get such people to achieve, leaders may have to uncover their blindspots, change their outdated assumptions, reduce their complacency, rid their bad habits and inculcate a positive work attitude in them. (On this topic, you can refer to my earlier article on How To Change Mindset)



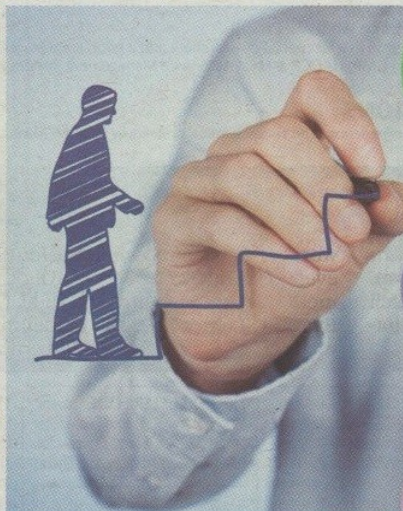
ACTION

All being said nothing is done until action is taken. In essence achievement is not just taking action. It is taking the right action at the right time. Action taken too late is futile, for example a missed critical deadline for submission of tender. Wrong strategies taken may make the achievement of a goal less efficient if not impossible. The enemy of action is procrastination. To move forward in the right direction towards the path of achievement requires one to plan and strategize well and then battle procrastination to take action speedily.

SUSTAINABILITY

The path of achievement is not one time success but sustainable success. In my book, Lessons of Success, I propounded on the factors that explained why Public Bank was able to sustain a track record of unbroken string of profits for over 45 years then (to date over 48 years). Achievement can only be sustainable if leaders can inspire their people to have a sense of satisfaction and meaning for what they do. And from their achievement, it reinforces their belief that inspire them to continue their path of achievement as their work brings them not only a sense of accomplishment but a sense of fulfillment.

Following the path of achievement will lead one to sustainable growth and success.



Dr Victor SL Tan is the CEO of KL Strategic Change Consulting Group. He undertakes change management consulting and training. He is also the author of 10 management books. His latest program is on Sustainable Achievement In The Workplace. For feedback for this article email him at victorsltan@klsc.com or contact him at 012 3903168.